



2019-2020 ANNUAL REPORT

*Together for health
services in French*

TABLE OF CONTENTS

About the PEI French Health Network	2
Board members 2019-2020	3
Message from the co-chairs	4
Message from the staff	5
Café de Paris / French home care	6
Long term care in French	7
Integration of bilingual human resources in health	8
Healthy Early Years	10
Bursaries	12
Bilingual tools	13
OZI / Evangeline Health Centre	14
Financial report 2019-2020	15

The **PEI French Health Network (Health Network)** is a non-profit organization that collaborates with various partners to improve access to quality French-language health services and programs for Prince Edward Island's Acadian and Francophone population.

The organization brings together representatives from target community groups, educational facilities, health professionals, health service managers, and the provincial government.

VISION

The Acadian and Francophone community of Prince Edward Island flourishes by benefiting from quality French-language health services and programs.

MISSION

The *Health Network* collaborates with various partners in order to improve access to quality French-language health services and programs.

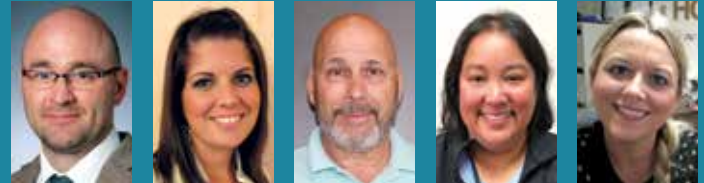
Telephone: **902-854-7444** / Website: **www.santeipe.ca** / Email: **info@santeipe.ca**

Parcours santé 18|23

Passer à l'accès



The **Health Network** is one of the 16 networks that make up the Société Santé en français (SSF). We work together on the key focus areas set out in Healthbound 2018-2023.



COMMUNITY MEMBERS:

Claude Blaqui re

Co-Chair (since September 2018) –
Seniors' Representative (since September 2018)

Rose Delaney

Vice-Chair (since September 2018) –
Seniors' Representative (since July 2016)

Carole Gallant

Treasurer (since September 2018) – Parents and Early Childhood
Representative (since September 2016)

Marcia Arsenault

Parents and Early Childhood Representative
(since September 2018)

Michelle Pineau

Women's Representative (since September 2018)

Paul Young

Health Professionals' Representative (since September 2017)

Emily McIsaac

Youth Representative (since September 2018)

Isabelle Dasy lva-Gill

Soci t  Saint-Thomas-d'Aquin Delegate (since September 2018)

Colette Aucoin

Soci t   ducative de l' .P.- . Delegate (since January 2018)

GOVERNMENT MEMBERS:

St phane Labrosse

Co-Chair (since September 2018) – Primary Health Care Delegate
(since March 2015)

Tracy Chiasson-Lawlor

Secretary (since September 2018) – Social Programs
and Seniors' Delegate (since September 2015)

Aubrey Cormier

Acadian and Francophone Affairs Secretariat Delegate
(since January 2019)

Jennifer LaRosa

Planning and Evaluation Services Delegate (since May 2015)

Crystal Praught

Home Care Delegate (since March 2020)

Rachel Milligan

Long-Term Care Delegate (since March 2020)

Ricky Hitchcock

Acadian and Francophone Community Advisory Committee
Delegate (since October 2019)

Rebecca Gill

Human Resources Delegate (since March 2020)

Gayle Lamont

Long-Term Care Delegate (until March 2020)

Matt Bourque

Child and Youth Services Delegate (until October 2019)

MESSAGE FROM THE CO-CHAIRS

In this second year of Healthbound 18–23, the **PEI French Health Network (Health Network)** made considerable progress towards improving access to health services in French in collaboration with its government and community partners.

On May 20, 2019, the groundbreaking ceremony was held at Le Chez-Nous to mark the launch of construction work to add 12 long-term care beds at that facility. Our community co-chair, Claude Blaqui re, along with **Health Network** employees  lise Arsenault and Karine Gallant, as well as James Aylward, Minister of Health and Wellness, and local MLA Sonny Gallant were on hand for the groundbreaking. Two different strategies for bilingual human resources recruitment were subsequently developed by the facility’s team. Recruitment efforts were initiated with support from the Coop rative d’int gration francophone and the assistance of the **Health Network**.

In July 2019, a letter of intent from the province and a project proposal were submitted to Health Canada for a bilingual home care project advanced by Health PEI. The project was approved for implementation between March 2020 and March 2023. It is anticipated that the new Health Standards Organization (HSO) standard governing access to health and social services in both official languages will be applied to the implementation of home care services. The **Health Network** worked diligently to bring this project to fruition and is proud of this major step forward.

Also in July 2019, a delegation from the Yukon travelled to the Island to visit public long-term care homes equipped with a bilingual wing. The guests visited two public facilities, Beach Grove Home and Summerset Manor, as well as La Coop rative Le Chez-Nous Lt e to learn more about the community approach incorporated into service delivery. Through these visits and networking activities, the delegates explored the innovative operating methods and success stories of the **Health Network** and its partners while also fostering links with key actors in this area in the province.

A new agreement was signed with the Association des francophones de l’ ge d’or de l’ .-P.- . for the provision of community activities at Beach Grove Home (see page 7). This arrangement between community members and residents of the long-

term care home, similar in nature to the partnership in place with the Club des c urs joyeux in Western PEI, is greatly valued. The associated activities create opportunities for seniors to interact with others in French and help raise awareness among care team members.

Healthy Early Years (HEY) is a new nationwide project that was rolled out to the **Health Network** this year by the Soci t  Sant  en fran ais (SSF) (see pages 10 and 11). Its objectives include planning culturally appropriate comprehensive interventions and improving access to health promotion services and programs among Francophone children aged 0 to 6 and their families. A provincial steering committee made up of community and government members was formed to guide implementation of initiatives under the project. Together, the members developed a provincial action plan responding to the needs expressed by the community following research and a series of community consultations.

On the administrative side, the **Health Network** updated its financial management policy, continuity plan and employee policies and procedures handbook with assistance from a consultant. A revision of these three documents was planned. The year was highly productive overall. We would like to thank the members of the board of directors and all employees for their dedication to our multiple files as well as everyone at the SSF for their ongoing support.



Claude Blaqui re
Community Co-chair



St phane Labrosse
Government Co-chair



MESSAGE FROM THE STAFF

2019–2020 was a busy year for the Health Network team subsequent to the doubling of the annual budget thanks to the adoption of new projects in the fall of 2019. Needless to say, the need to add a third person to our team became evident. A project and communications manager position was created, and a competition to fill this new vacancy was conducted three different times. When it proved impossible to find a candidate with the required profile, agreements were negotiated with consultants. Our projects were successfully implemented through partnerships with the provincial government and support from a number of consulting firms and individuals, including Diane Arsenault (CollaboVantage – planning, networking and project management), Jacinthe Lemire (Solutions Eurêka – project management and logistics), Maurice Chiasson (Maurice Chiasson Consultants – research and planning), Nancy Malcom Sharratt (networking and logistics), Teresa Hennebery (research and networking), Mélissa Cormier (Girafe média – communications) and Lucille Mallet (finance manager). A communications plan was also developed.

The decision to enlarge our team prompted reflection about workspaces, and renovations were carried out between January and March 2020. The **Health Network** office now consists of four workstations divided among three offices plus a common space. These early renovations have proved practical, because two temporary employees will be joining the team to assist with communications and project management during the summer of 2020. With the arrival of COVID-19 and physical distancing requirements, these renovations could not have been better timed.

The **Health Network** made progress in a significant number of files this year. An action plan developed in March 2019 was implemented in collaboration with the various partners of the working committees to promote the recruitment of bilingual employees in the health sector. The total budget for a special project proposal was approved to support efforts in this area, and we have been able to put various initiatives in place with the goal of recruiting and developing bilingual human resources (see pages 8 and 9). Despite the considerable effort required to pull all of this together, the team is very pleased with the final outcomes: the rollout of an updated bilingual Health Careers guide, the updating of profiles in the bilingual service provider directory, broad promotion of the student bursary campaign, canvassing to recruit internationally and a student tour of Island health facilities.

Other new projects this past year are also likely to have a positive impact on the availability of services in French in Prince Edward Island. Whether through analysis of linguistic data on the use of services, the pooling of early childhood initiatives or the new Integration of Bilingual Human Resources in Health Action Plan developed in March, the team has been embracing multiple approaches to supporting our partners in order to promote actions aimed at expanding services in French.

The team is grateful to the various partners, collaborators, financial backers and community members who participate in and bring their positive influence to its projects. The **Health Network's** greatest strength is indeed its extended network. Thank you to everyone who contributed to our efforts in 2019–2020!



Karine Gallant
Assistant Director



Élise Arsenault
Executive Director

CAFÉ DE PARIS



The personalized language training program, developed in partnership with the Collège de l'Île and the Prince Edward Island Public Service Commission, is in its second year in 2019–2020. Training has continued at five facilities: Queen Elizabeth Hospital, Prince County Hospital, Maplewood Manor, Beach Grove Home and Community Hospital O'Leary.

Program tutor Sonia Archambault delivered 295 training sessions to 36 health professionals during the past year. Promotional activities were organized at facilities to encourage health professionals to take part in the program.

This year, the data collection tools were modified to support the project evaluation framework. In addition, new resources have been available online since the fall of 2019 with the launch of the website at www.cafedeparisipe.wordpress.com

The website content is organized around three main themes – language resources, active offer tools and information on the Acadian and Francophone community of Prince Edward Island – to facilitate the integration of language learners into the local linguistic community.

A health facility tour featuring Patricia Richard and Lennie Gallant was scheduled to take place during the Rendez-vous de la francophonie 2020 (March 24, 25 and 26) to celebrate the project's success and promote the program. Unfortunately, the tour had to be cancelled due to COVID-19. Instead of these activities, and in keeping with Public Service Commission recommendations, the **Health Network** purchased training licenses for the online application Babbel. This resource will provide access to distance language training.

HOME CARE IN FRENCH



At the start of the year, the **Health Network** transitioned to an implementation plan for home care in keeping with the community priorities identified. In the fall of 2019, stakeholders met to share new developments in this area with the new coordinator assigned to this file, Nick Hann. Nick then developed an action plan and began proceeding with implementation with a focus on taking an inventory of printed resources and collecting linguistic statistics on service users. The purpose of this pilot project is to structure home care in French in Prince County in order to support province-wide implementation of a proven service delivery model.

The **Health Network** also supported Health PEI in relation to submission of a second Island project for home care in French. Expected to be finalized by March 2023, this project provides for application of the HSO standard on access to services in both official languages as a backdrop. This new standard places emphasis on the active offer, signage, human resources and other key considerations for increasing access to services in French. The application of this standard to Accreditation Canada evaluations will ensure the sustainability of services and improve their quality scores over the long term.



LONG TERM CARE IN FRENCH

Beach Grove Home

Jenneca Pomeroy, coordinator of the bilingual neighbourhood project at Beach Grove Home, remained in her position until February 2020. That facility has now filled seven bilingual positions. Additional positions are also targeted for designation as they become vacant. The report on human resources planning provides for the addition of five designated Designated Resident Care Worker (RCW) positions and two designated bilingual Licensed Practical Nurse (LPN) positions.



Management of the facility has worked with the province to formalize a placement policy for French-speaking residents. This policy will be extended to the provincial level at a later date.

Activities offered in French at the facility have continued and featured artists including Lynn Gaudet and Dina Blot. A new agreement was signed with the Association des francophones de l'âge d'or de l'Î.-P.-É. to develop activities with the residents with the goal of fostering closer ties with the local community.

Despite the coordinator's departure, a continuity plan was put in place and the committee will continue its work.

Maplewood Manor



Work continued with the administrator of the home in Alberton with the objective of initiating implementation of a similar model to that used at Beach Grove and Summerset. Based on preliminary data collection by the facility staff in October 2019, 15 of the 47 residents identify French as their first language, which corresponds to 34% of the population. It is estimated that 10 of the 54 employees have French-language skills. The project coordination position will be advertised and filled without delay.

An agreement was renewed with the Club des cœurs joyeux for the programming of activities in French for residents of the facility.



"In July 2019, the PEIFHN team hosted representatives of the Yukon health system for a tour of long-term care facilities offering services in French in PEI. The goal of this tour was to share our partners' knowledge in the hope of influencing the development of similar services in their territory."

INTEGRATION OF BILINGUAL HUMAN

Following an assessment of the use of the bilingual student database, a special project submitted in the summer of 2019 was approved by Health Canada in the amount of \$71,000. Through this project, a series of initiatives was implemented to increase bilingual human resources and improve access to French-speaking health professionals in Prince Edward Island. The following five action areas were identified: increased promotion of the student bursary campaign, establishment of a tour of Island health facilities for bilingual health students, rollout of a bilingual updated Prince Edward Island Health Careers guide, updating of the **Health Network's** bilingual service provider directory, and international recruitment. These initiatives were implemented working closely with our various community and government partners as well as the participating post-secondary institutions.

The **Health Network** added several elements to the registration form for the 2020 bursary campaign after pooling the relevant data to be collected for our recruitment partners. This will help ensure that the database is now more complete and position us to more effectively focus our efforts to create employment opportunities for these future young professionals. Additionally, a number of 7, 15 and 30-second promotional video clips in French and English were produced for publication on social media and broadcast via CBC and Radio-Canada television.



Work on updating the Health Careers guide focused on updating the information and ensuring the effectiveness of the document. Consultants Diane Arsenault and Teresa Hennebery assisted the Health Network in redesigning the guide by making use of our inventory of photos of bilingual Island professionals. The format of the Health Careers guide was also tweaked to make it more useful. It will be offered in digital format to make it more accessible to students, schools and resource centres.

The **Health Network's** bilingual service provider directory is used by many Islanders. However, the data and contacts listed in this directory dated back to 2015 in some cases. An update was needed to ensure that people are viewing reliable and accurate information. The nearly 200 professionals listed were contacted by telephone to update their profiles and ask them certain specific questions. For example, they were asked if they were open to accommodating bilingual interns as well as what supports they needed in order to provide an active offer of services in French in their communities. Provincial government employees were also encouraged to have their language skills assessed by the Public Service Commission to assist in creating a more accurate picture of the system's current capacity. A total of 20 professionals expressed interest in having their language proficiency assessed by the Public Service Commission. In addition to updating profiles, the registration form was also modified, and an annual reminder will now be sent out to professionals asking them to ensure that the information in their profiles is still accurate.

RESOURCES — SPECIAL PROJECT

Substantial first steps were taken with regard to international recruitment of French-speaking nurses. Through a partnership with the Coopérative d'intégration francophone de l'Île-du-Prince-Édouard, significant progress was made with experts in that area both within our province and in Quebec. An exploratory mission was scheduled for March 2020 but had to be postponed due to the COVID-19 pandemic. However, significant knowledge was successfully shared among the various stakeholders, and interest in this issue continues to grow across the Island. The process will continue over the coming year thanks to the availability of additional funding for these efforts.



On March 6 and 7, 2020, students in nursing, social work and psychology at the Université de Moncton travelled to Prince Edward Island to visit various health facilities. They were welcomed by members of the community and representatives of the health

sector. Their two-day tour included a community reception to provide them opportunities to network with the recruiters in attendance, sightseeing tours to explore the beauty of our province, and a guided tour of workspaces at Queen Elizabeth Hospital, Prince County Hospital, Summerset Manor and La Coopérative Le Chez-Nous ltée. The students saw first-hand how these facilities operate, and many of them collected job offers and business cards from the recruiters after deciding that the work environment very much appealed to them. The specific outcomes of this initiative will be determined only later, when these students make their career choices upon graduating from their programs. However, the **Health Network** team is optimistic. A number of students were interested in the possibility of completing an internship on the Island to become more familiar with our system.



HEALTHY EARLY YEARS



Before the start of the 2019–2020 year, the SSF was approached to serve as a third party with the Public Health Agency

and a committee of national partners to manage the Healthy Early Years (HEY) funding envelope. On the national level, an action plan was defined for developing policies and programs that will have long-term impact on the health of children aged 0 to 6 and their families who are members of official language minority communities. The funding allocated to the project was approved and distributed in November 2019. The project is confirmed for three years with the possibility of a further two-year extension. This initiative involves a multi-step process, and the work plan for the 2019–2020 year has advanced very rapidly.

Subsequent to a request for proposals in December 2019, Maurice Chiasson was hired as consultant for the research and planning

phase of the project, while Jacinthe Lemire was retained to coordinate regional consultations and a provincial forum. A steering committee made up of government and community members was also created and met on two occasions to review progress to date and maintain constructive dialogue concerning Francophone Healthy Early Years in Prince Edward Island. The team held regional forums in all six Acadian and Francophone regions across the province between January 21 and February 3, 2020. Next, a survey was administered online to collect additional feedback from parents and determine their priorities.

In February 2020, a provincial forum took place bringing together parents, educators and partners in early childhood. Dr. Éline Deschenes, a social pediatrics expert from New Brunswick, gave a presentation on child development. The outcomes of our research were shared with the participants to inform a joint working session organized to develop ideas for community projects to be implemented over the coming years.



The HEY Community Services Plan was drawn up and used to guide the selection of an initial project for funding. Cap enfants, the project proponent, oversaw the adaptation to the Island context of a series of 12 thematic kits developed in Yukon. The aim of this initiative is to equip parents and early childhood educators in relation to 12 health topics (e.g. diseases, hygiene, physical health, arrival of a baby in the family, health of the planet). Supervised distribution of these kits for use in our province will begin in 2020–2021.

A series of government recommendations was also developed and submitted to both the Acadian and Francophone Affairs Secretariat and the Acadian and Francophone Community Advisory Committee. The HEY Steering Committee is asking that the consultation outcomes be integrated into the process for identifying community priorities and incorporated into the development of annual plans of government institutions subject to the French Language Services Act.



Agence de la santé
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BURSARIES



Since 2014, two \$1,500 bursaries have been awarded to Prince Edward Island students who speak French and are enrolled in a post-secondary program in the health field.

A total of 51 students submitted applications to receive one of our two bursaries as part of the 2019 campaign. All applicants have been added to our student database. The **Health Network** will then share this database with the Recruitment and Retention Secretariat so that young people can be kept informed about internship and work opportunities in Prince

Edward Island. This initiative helps to counter the exodus of bilingual young people so that they can begin offering health services in French to Island residents after completing their training.

All of the 2019 applicants received a special gift in the mail: a quality water bottle bearing the **Health Network** logo. Based on comments received from the students, they greatly appreciated this gesture, which helped to reinforce contact with our future bilingual professionals.

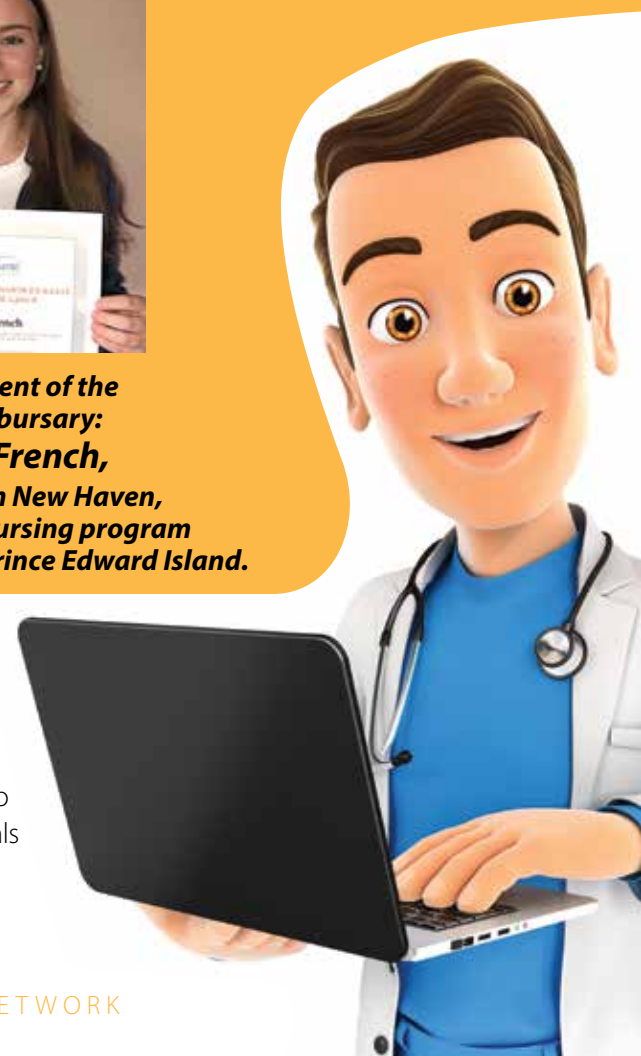


**2019 recipient of the bursary
for continuing studies:
Mia Campbell,
originally from Summerside
and studying occupational therapy
at the Université de Montréal.**



**2019 recipient of the
entrance bursary:
Larissa French,
originally from New Haven,
enrolled in the nursing program
at the University of Prince Edward Island.**

The sixth bursary campaign was launched in March 2020. A new \$500 bursary will be awarded to a French-speaking student from out-of-province who is pursuing studies in the health field at an Island institution. The purpose of this new bursary is to include bilingual students from Island institutions who are not eligible for the first two categories of bursaries in order to add these future young professionals to the health student database.



TOOLS DEVELOPED



Keys to Active Offer

The Keys to Active Offer have been in use at the Health Network for a number of years. These keys include information to assist health professionals in actively offering services in French in their communities. We confirmed the usefulness of this tool while updating the profiles in the directory of bilingual professionals, which made evident the need to refresh their content. Two of the keys were reprinted this year to reflect the addition of new online links and contact information.

Website

The Health Network rearranged the menus on its website to make its content more user-friendly. It is also anticipated that the site will be made available in both official languages during the next year. Visit www.santeipe.ca to explore the new sections!

Communication plan

A communication plan was developed to serve as a guidance tool for the Health Network's communications. This new tool will facilitate strategic management of communication efforts and evolve along with the network's programs and future directions.



Health Card:

The **Health Network** encourages Prince Edward Island citizens to indicate their language preference on their Health Card (Medicare) renewal form. Identifying your preferred language assists the health system in collecting more accurate data on needs for services in French. You can also specify the language preference linked to your Health Card by calling **1-800-321-5492**.

Health PEI website:

Did you know that around 97% of the content on the Health PEI website is available in French? Remember to navigate the website using the French interface to improve the accuracy of usage data on which online services are used most frequently by the Island's Francophone community: www.princeedwardisland.ca/fr

With regard to capturing the linguistic variable of users, the **Health Network** is pleased to have successfully negotiated an agreement with Health PEI to conduct an analysis of primary health care utilization at the province's five Primary Care Network Sites. Language statistics will be compiled from Health Card databases. This analysis will help to create a portrait of the needs expressed based on the number of people indicating their preference in their profile. A report on utilization by service and facility will then be produced.

The second component of this project is the capture of the linguistic variable of service providers to gain a better understanding of existing capacity to meet demand for services in French. The goal is to build capacity in French at the facilities used most frequently by Francophones.

Santé Î.-P.-É.

EVANGELINE HEALTH CENTRE

In December 2019, the **Health Network** was invited to meet with the mayors of the municipalities of Wellington and Abram-Village and representatives of the Centre scolaire-communautaire Évangéline to assist in advancing the reflection process on health services offered to Francophone residents of the Evangeline area. The purpose of including the **Health Network** among this group was to provide for the

transfer of basic knowledge concerning the health care system (system structure and service delivery channels). The resulting meetings assisted in demystifying certain operating approaches within the system for the other participants. Explanations were provided concerning some of the **Health Network's** activities so that the other parties present could better understand our organization's efforts to improve residents' access to French health services on the Island.



In January 2020, the provincial government recognized the need among Francophone residents of the Evangeline area for access to services in French. A bilingual family physician will soon be practising out of the Evangeline Health Centre.

Renovations will also double the centre's floor space, thereby positioning that facility to accommodate additional services for the local population in keeping with the future evolution of the health care system. The **Health Network** team was delighted to hear this news as it continues to strive to provide more Francophones access to health services in their language.

2019-2020 - FINANCIAL REPORT

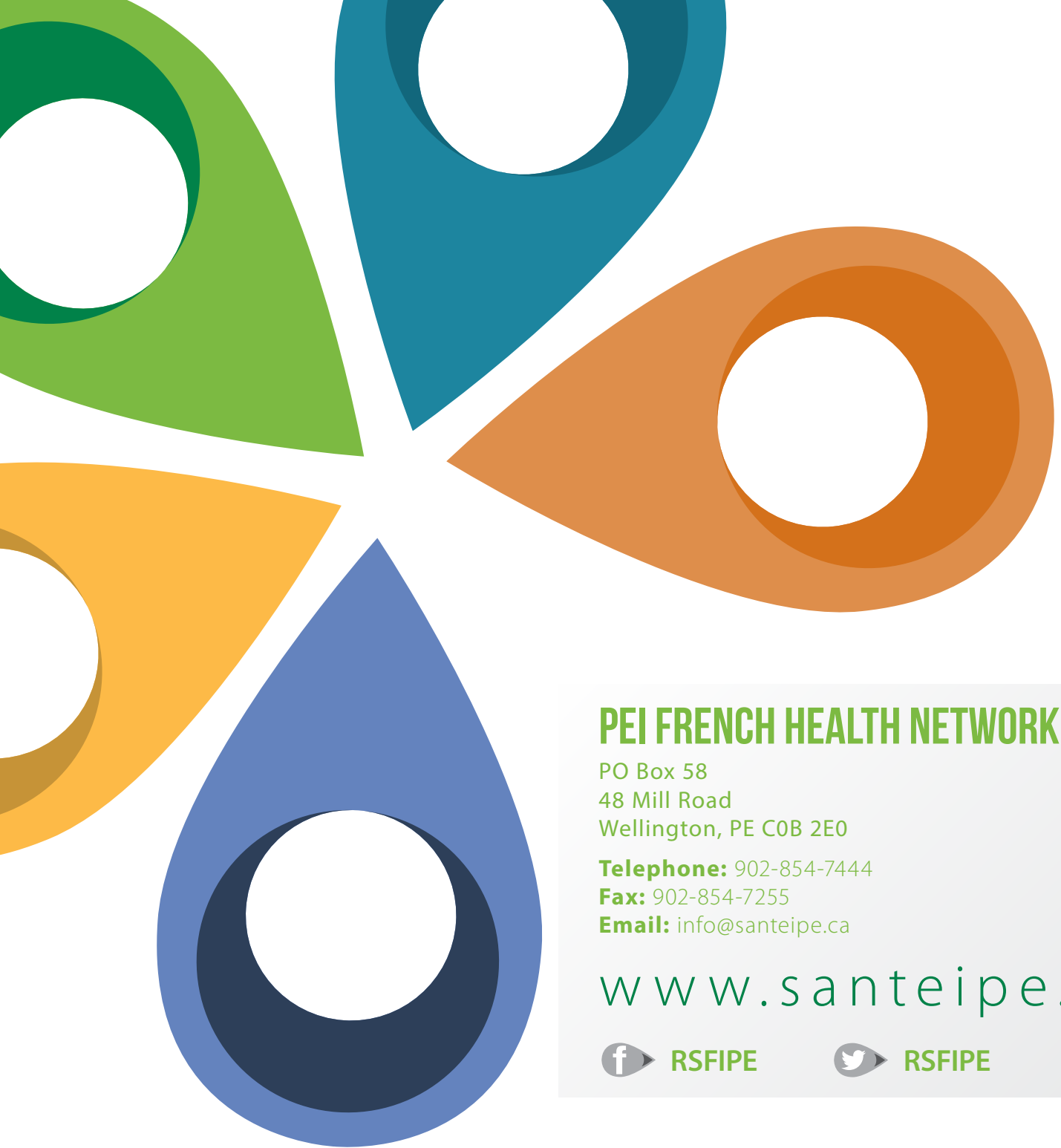
PEI FRENCH HEALTH NETWORK

Supplementary Annex of Income and Expenditure by Sector

For the year end of March 31, 2020

	NETWORKING	IMPROVE ACCESS TO HOME CARE	IMPROVE ACCESS TO LONGTERM CARE	BILINGUAL HR INTEGRATION - CAFÉ DE PARIS	BILINGUAL HR INTEGRATION - FAIRE LE PONT	HEALTHY EARLY YEARS	KNOWLEDGE DEVELOPMENT AND DISSEMINATION - OZI	2019-2020	2018-2019
REVENUE									
Subsidies - SSF	149,944	30,000	41,667	30,000	71,000	84,647	50,000	457,258	216,891
Other revenue	3,000	-	-	-	-	-	0	3,000	4,500
Interest income	271	-	-	-	-	-	0	271	-
	153,215	30,000	41,667	30,000	71,000	84,647	50,000	460,529	221,391
EXPENSES									
Professional fees	42,474	30,000	41,667	25,116	60,599	62,890	50,004	312,750	115,323
Wages	64,827	-	-	-	-	-	-	64,827	47,725
Travel	6,861	-	-	129	7,931	12,263	-	27,184	5,912
Equipment	8,540	-	-	-	-	-	-	8,540	7,651
Office equipment	5,627	-	-	4,777	2,474	9,511	-	22,389	26,590
Audit fees	3,806	-	-	-	-	-	-	3,806	3,733
Rent and utilities	10,234	-	-	-	-	-	-	10,234	9,237
Maintenance and repair	6,451	-	-	-	-	-	-	6,451	-
Other expenses	3,011	-	-	-	-	-	-	3,011	2,165
	151,831	30,000	41,667	30,022	71,004	84,664	50,004	459,192	218,336
EXCESS REVENUE OVER EXPENSES FOR FISCAL YEAR	\$ 1,384	\$ 0	\$ 0	\$ (22)	\$ (4)	\$ (17)	\$ (4)	\$ 1,337	\$ 3,055

* All projects funded by the SSF (Société Santé en français) are funded by Health Canada, with the exception of the Early Childhood in Health project which is funded by the Public Health Agency of Canada.



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